

BlackBerry Enterprise Server Express for IBM Lotus Domino

Version: 5.0
Service Pack: 4



Release Notes

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Related resources

To read the following guides or additional related material, visit <http://www.blackberry.com/go/serverdocs>.

Guide	Information
<i>What's New in BlackBerry Enterprise Server 5.0 SP4 Job Aid</i>	• Summary of new features
<i>BlackBerry Enterprise Server Express Update Guide</i>	• Summary of updates to the administrator guides for BlackBerry Enterprise Server Express 5.0 SP4
<i>BlackBerry Enterprise Server Express 5.0 SP4 Installation and Configuration Guide</i>	• System requirements • Installation instructions
<i>BlackBerry Enterprise Server Express 5.0 SP4 Upgrade Guide</i>	• System requirements • Upgrade instructions
<i>BlackBerry Enterprise Server Express 5.0 SP4 Policy Reference Guide</i>	• Descriptions of available IT policy rules and application control policy rules • Descriptions of Wi-Fi configuration settings and VPN configuration settings

Fixed in this release

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Activation fixed issues

If you created a new user and selected **Create a user with a generated activation password**, the BlackBerry Administration Service did not always send the activation email. (DT 1059145)

BlackBerry Administration Service fixed issues

In some circumstances such as users being moved to a different BlackBerry Enterprise Server Express, encryption keys being regenerated, or changes in the capabilities of the device, applications may be resent to the handheld. (DT 857857, 1120052, 1211818, 2527733, 2755461, 3192591, 4238379, 4288437)

Miscellaneous and Organization role tabs appeared in the BlackBerry Administration Service, but these tabs could not be edited by an administrator account with the permissions to edit a role. (DT 3623404)

If the cluster JBoss messaging service did not start on the BlackBerry Administration Service, in some circumstances a large number of cached messages were generated, which might have caused an out-of-memory error and slowed performance of the BlackBerry Administration Service. (DT 3552569)

When you logged in to BlackBerry Mobile Fusion Studio with the Senior Helpdesk Administrator role, you could not create a user account in a BlackBerry Enterprise Server Express domain. (DT 2866059)

When you logged in to BlackBerry Mobile Fusion Studio and selected **Disable user and remove BlackBerry information from the user's messaging system**, the user account was deleted from the BlackBerry Administration Service. (DT 2470455)

The BlackBerry Administration Service was slow to respond when there were a large number of entries in the Applications tables. (DT 2353626)

In some circumstances, an exception error was displayed when an administrator searched for data using particular search criteria. (DT 2033693)

The BlackBerry Administration Service became slow to respond and administrators could not log in due to an SQL disconnect. (DT 2019181)

Several BlackBerry Web Services API calls were not integrated with the BlackBerry Administration Service. (DT 2330494, 1970659, 1967817, 1938039, 1889249, 1889248, 1889245, 1889244, 1889215, 1889210, and 1889207)

The BlackBerry Administration Service was slow to respond when the Synch SQL table was large and database table indexes were not implemented. (DT 1994939)

The BlackBerry Administration Service stopped responding when it tried to update the device and vendor xml data from blackBerry.com using a proxy. (DT 1990442)

After you upgraded from BlackBerry Enterprise Server Express 5.0 SP2 to 5.0 SP3, the BlackBerry Administration Service might not have performed as expected. This might have been the result of the BlackBerry Administration Service trying to process a large number of tasks that it could not process during the upgrade. (DT 1968029)

The BlackBerry Administration Service did not clear old addresses from the database, which caused the database to gradually increase in size until you could not add new users. (DT 1842397)

In some circumstances, administrators with the appropriate permissions were not able to see the list of users in a group. (DT 1271633)

Administrators could not send IT policies through the policy server directly, which delayed the delivery of IT policies to devices because of dependencies on previous job tasks. (DT 1225228)

You could not type an FQDN in the VPN Gateway Address configuration setting when you created or managed a VPN profile. (DT 1222124)

If you upgraded the BlackBerry Enterprise Server Express to 5.0 SP3 while the BlackBerry Administration Service was reconciling jobs, the BlackBerry Administration Service did not finish reconciling jobs after the upgrade process completed. (DT 1216175)

In certain circumstances, after an application was not pushed successfully, the BlackBerry Administration Service was unable send an IT policy or applications to a user account. (DT 1198747)

If one BlackBerry Administration Service instance sent a reconciliation task to a second instance, and the connection between the instances dropped so that the reconciliation task could not complete, reconciliation stopped on all BlackBerry Administration Service instances. The first BlackBerry Administration Service instance then wrote the following error to its log file: "org.jboss.remoting.CannotConnectException: Cannot get connection to server. Problem

establishing socket connection for InvokerLocator [sslsocket:". The BlackBerry Administration Service checked for unprocessed reconciliation events every 24 hours and restarted them at that time. For more information, contact Research in Motion Support. (DT 1159175)

If a user switched to another device, the BlackBerry Administration Service sent applications to the device before the device had completed the activation process, and the device could not properly install the applications. (DT 1120052)

If the device expected two .cod files in order to install an application (for example, because it is installing the application in two languages), the BlackBerry Administration Service sent the .cod file twice, but the device only used one, which caused the installation process to fail. (DT 1107285)

When the BlackBerry Administration Service generated an activation password, it did not write anything in its log files or the BlackBerry Configuration Database log files about this event. (DT 1103690)

The Wi-Fi configuration screen still mentioned VoIP profiles, even though they had been removed. (DT 1096681)

If there were thousands of software configuration jobs pending, the BlackBerry Administration Service became unresponsive and administrators were unable to log in. (DT 1087186)

If you moved a user to another BlackBerry Enterprise Server Express, the BlackBerry Administration Service pushed all applications to the device again. (DT 1080148)

When you exported the asset summary, the BlackBerry Administration Service displayed a Java error message for some user accounts that were associated with activated devices, if the status for the devices was **initializing**. (DT 1066666)

When the BlackBerry Administration Service lost a connection to the BlackBerry Configuration Database, the BlackBerry Administration Service was restarted and some events were not processed. (DT 1042891)

The BlackBerry Administration Service did not support searching for user accounts using the mailbox ID. As a result, if you used the BlackBerry Enterprise Server Express User Administration Tool, you could not search for user accounts by canonical name. (DT 1034306, 604566)

If a smartphone user's email address was changed in Active Directory, the BlackBerry Administration Service did not update the email address in the BlackBerry Configuration Database or the BlackBerry Administration Service console, and any BlackBerry Administration API based applications did not reflect the change. (DT 1028523)

The interval for the failsafe mechanism in the BlackBerry Administration Service was too long (24 hours), which meant that some events were not processed in a timely manner. (DT 1014960)

In some environments, you could not include proxy connection credentials when you saved a proxy configuration. (DT 1011264)

When you assigned (or removed) a Wi-Fi profile that contained a VPN profile to a large number of users directly, you sometimes saw an exception error in the logs. (DT 992746)

You sometimes experienced performance issues if the BlackBerry Configuration Database contained large numbers of entries in the following tables:

- BASUserApplicationNonReconciliationSubReason
- BASUserApplicationNonReconciliationSubReasonParameters

(DT 980881)

In some circumstances, if you clicked the boundary between rows in the search results after manually re-sizing a column, you caused the resized column to expand again by the same amount it was previously re-sized. (DT 891650)

The description for the Alert component in the BlackBerry Administration Service was incorrect. (DT 855011)

If you had permissions to View an IT Policy and View a Component, you were able to select **Edit** even though you could not complete any changes. (DT 852223)

You could not assign a group to the user that was currently logged in to the BlackBerry Administration Service. (DT 840611)

If you used Mozilla Firefox as the browser for the BlackBerry Administration Service, you could not select a value for Service Group when you changed the configuration sets for the BlackBerry MDS Connection Service. (DT 840327)

If you attempted to create a user account that already existed on the BlackBerry Enterprise Server Express, the BlackBerry Administration Service displayed the error message: The BlackBerry Administration Service cannot find the records you were looking for. All users matching the search criteria have been created. Verify the search criteria you specified and try again. (DT 455396)

BlackBerry Attachment Service fixed issues

When a user viewed an .xls or .xlsx attachment on their device, negative percentages (example, -25%) were not displayed correctly. (DT 1428205)

BlackBerry devices did not display the date and time in .xls file attachments correctly if the date and time were included in a single cell. (DT 1219993)

When a BlackBerry device user viewed a Microsoft Word 2007 or 2010 attachment on a BlackBerry device, the round bullets in lists changed to square bullets. (DT 1035460)

When the BlackBerry Enterprise Server Express ran on Windows Server 2008, users could not open .mp3 files on their devices. (DT 395150)

BlackBerry Configuration Panel fixed issues

In the BlackBerry Configuration Panel, the **SQL Server** field in the **Database Connectivity** tab did not include the instance name of the database server. (DT 137254)

BlackBerry Controller fixed issues

The BlackBerry Controller did not automatically restart the BlackBerry Enterprise Server Express after the wait count threshold was reached on a hung thread. (DT 764171, DT 442654)

The BlackBerry Mail Store Service terminated when the BlackBerry Controller stopped responding and restarted, causing Lotus Domino 8.5.3 and later to crash. (DT 5270682)

BlackBerry Dispatcher fixed issues

If you configured a device to use Wi-Fi connections only, and the device could not connect to the BlackBerry Router, the BlackBerry Dispatcher dropped the messages that it should have queued so that the BlackBerry Enterprise Server Express could forward the messages to the device when Wi-Fi connectivity returned. (DT 650456)

BlackBerry Mail Store Service fixed issues

If your environment included a large user directory, and you refreshed the user directory using the BlackBerry Administration Service, the BlackBerry Enterprise Server Express sometimes stopped responding. (DT 1338122)

The BlackBerry Mail Store Service did not use the correct columns in the BlackBerry Configuration Database to determine computer names and instance names. (DT 625895)

BlackBerry MDS Connection Service fixed issues

If you browsed to a website that had a security issue with its certificate, the BlackBerry MDS Connection Service marked the proxy as invalid, causing the proxy to be blacklisted for a short period of time and preventing communication with the BlackBerry MDS Connection Service. (DT 2998545).

In certain circumstances, an app was not pushed to all BlackBerry device users because the central push BlackBerry MDS Connection Service server sent push messages to the wrong BlackBerry MDS Connection Service server. (DT 2612676)

When a TCP connection stopped responding and the BlackBerry MDS Connection Service retried the connection, the BlackBerry Enterprise Server Express logged an unnecessary stack trace for the connection attempt. (DT 2476461)

The BlackBerry MDS Connection Service did not successfully push data to users in specific high-availability configurations. (DT 2329511)

The BlackBerry MDS Connection Service did not send an error message to the device when it dropped a connection request. (DT 2082262)

Users were unable to browse to internal and external websites from their devices because the BlackBerry MDS Connection Service stopped responding to incoming IPPP requests. (DT 2036927)

The BlackBerry MDS Connection Service could not authenticate users' devices when a domain alias was used. (DT 2031227)

Users were unable to load a map image when a direct request was made to the website. (DT 1995079)

When a device was activated with a SIM card, and then the SIM card was removed, the BlackBerry Enterprise Server Express was unable to push data to the device over a Wi-Fi connection. (DT 1437011)

If you gave the Microsoft SQL Server a name that contained a dollar symbol (\$), the BlackBerry MDS Connection Service did not start. (DT 1429111)

You could not send push messages to large numbers of users in groups that were on different BlackBerry Enterprise Server Express instances. (DT 1404460)

If a web server returned a 401 error because the BlackBerry MDS Connection Service provided an expired cookie, the BlackBerry MDS Connection Service could not authenticate with the website. (DT 1221613)

If the list of supported BlackBerry Dispatcher instances for the BlackBerry MDS Connection Service exceeded 256 characters, the BlackBerry MDS Connection Service was unable to process any push requests. (DT 1175023)

If you submitted a certificate request to a certification authority a second time for the same profile, the enrollment might not have succeeded. (DT 1175008)

When you disabled the Use scalable HTTP feature of the BlackBerry MDS Connection Service, users could not access some HTTPS sites. (DT 1170693, 1049666)

If a group in the BlackBerry Administration Service had users that resided on multiple BlackBerry Enterprise Server Express instances, push messages to that group might not have succeeded. (DT 1125058)

After a user submitted numerous certificate requests to an enterprise certification authority or stand-alone certification authority that were approved, an enrollment process might have failed while the device was waiting for an approved certificate. (DT 1116098)

In certain circumstances, the BlackBerry MDS Connection Service experienced a deadlock. (DT 1051874)

If you set the language on a BlackBerry device to Japanese, set **Pull authorization** to **Yes** in the BlackBerry Enterprise Server Express, and tried to use the device to access a shared folder that has full-width characters in its name, the device displayed an **unauthorized access** error. (DT 987056)

If your organization used a proxy server for web browsing on a device, users could not log in to an application that had been coded with the TLS setting: **EndToEndRequired** (for example, BlackBerry App World). (DT 914899)

The BlackBerry MDS Connection Service wrote low-level messages to the Windows Event Log which might fill the Windows Event Log. (DT 805879)

When a user used the Files application to open a Microsoft Word document that contained Japanese characters and that was located on a shared network drive, BlackBerry MDS Connection Service did not transcode the information as expected and the device did not display Japanese characters correctly. (DT 711282)

Users could not use the Files application to open an RTF document that was located on a shared network drive. (DT 693659)

BlackBerry Messaging Agent fixed issues

When a BlackBerry device user and the BlackBerry Enterprise Server Express were in different time zones, and the user created a task in IBM Lotus Notes, sometimes the task on the device showed the wrong date. (DT 3190874)

In certain circumstances, when you assigned a software configuration to a user account, the BlackBerry Messaging Agent on the BlackBerry Enterprise Server Express did not update the user's Lotus Notes profile document so the BlackBerry Administration Service repeatedly sent the application definitions to the device. (DT 3012205)

The BlackBerry Messaging Agent kept processing the same unread marks for some users with large mailboxes (looping). (DT 2431474)

In some circumstances, BlackBerry device users were unable to reply to Notes Native Encryption (NNE) messages if the original sender was in an adjacent or non-adjacent Lotus Domino domain to the BlackBerry Enterprise Server (DT 2041663, 2081494, 2353687)

If the BlackBerry Enterprise Server Express was processing a corrupted unread table it did not log an alert or stop processing the table, and eventually stopped responding. The BlackBerry Enterprise Server Express now logs an alert indicating that the number of unread items is higher than the number of items in the mail file. This behavior is controlled through the CheckUnreadTableSize trait. (DT 2099069)

When a user replied to a message that had a long MIME thread, the message in the Sent mailbox displayed only the new message text and not the MIME thread. Microsoft Exchange users that received the message saw the MIME thread attached as an HTML file in the body of the message, but Lotus Notes users did not. (DT 1974198)

On some occasions, handle leaks occurred in UserOutbox::loadUnreadTableObject causing high CPU usage and possible exhaustion of handles available, potentially preventing email messages from being processed. (DT 1476802)

If a user's primary Lotus Domino mail server was not available, messages to and from the user were delayed and address lookup did not work correctly. This is resolved for Lotus Domino 8.5.4 or later. The behaviour is controlled by the PollByMailServerExt registry key. (DT 1469887, 891474)

When a user created a task in Lotus Notes, the due date for the task was incorrect when viewed on the device. (DT 1406072)

On some occasions, the BlackBerry Messaging Agent stopped responding when you removed a user account, or multiple user accounts. (DT 1393528)

The BlackBerry Enterprise Server Express stopped responding when it processed the out of office profile document for a specific user. (DT 1290954)

Messages that used Shift-JIS encoding did not display correctly on devices. (DT 1199623)

When the BlackBerry Messaging Agent stopped responding and was restarted, there was unnecessary processing of read/unread marks. (DT 1198662)

On some occasions, the BlackBerry Messaging Agent stopped responding when it processed a large email message with embedded attachments. (DT 1196718)

For users that have large numbers of folders (more than 200) the wireless synchronization process was sometimes causing delays in mail service due to high CPU usage. (DT 1178501)

For new users and migrated users, the existing global setup filter did not work until another global setup filter was created. (DT 1170800)

On some occasions, the BlackBerry Enterprise Server Express stopped responding when reading a task from a user's mail file. (DT 1131260)

If the name of the Lotus Domino server contained an umlaut sign (for example, ü), the BlackBerry Messaging Agent could not initialize a user account that you added to the BlackBerry Enterprise Server Express. (DT 992387)

If a user clicked on an inline image in a rich-text email message on the device, the user was sometimes unable to open the attachment link and might have received one of the following error messages: Continue to nullunid.txt? or The protocol specified is not supported by the handheld. Please try a different URL message. (DT 903903)

In some cases, the BlackBerry Enterprise Server Express marked busy threads as hung and the BlackBerry Controller restarted the BlackBerry Enterprise Server Express. (DT 799826)

When the BlackBerry Enterprise Server Express 5.0 and later synchronized flag requests in Japanese, the status message in Lotus Notes was changed to English. (DT 570469)

When a user configured the option "Encrypt all incoming messages" in the person document, and you configured the BlackBerry Enterprise Server Express so that it did not support rich text formatting, unencrypted copies of encrypted MIME and RTF email messages appeared in the user's Trash folder. (DT 345273)

BlackBerry Policy Service fixed issues

The BlackBerry Policy Service did not automatically regenerate encryption keys for users that selected the option to manually regenerate encryption keys in BlackBerry Desktop Software. This option is no longer available in BlackBerry Desktop Software and the BlackBerry Policy Service automatically regenerates encryption keys for all users. (DT 2589021)

In some circumstances, the BlackBerry Policy Service stopped responding when processing a SET_ITPOLICY_REQUEST and had to be restarted manually. (DT 2378942)

If the BlackBerry Policy Service needed to synchronize many IT policies and service books, it sometimes caused an SQL timeout and constantly resent the same requests to the device. (DT 1097147)

In certain circumstances, the BlackBerry Policy Service stopped responding because of a null pointer error. (DT 1006866)

If the BlackBerry Policy Service could not connect to the BlackBerry Configuration Database, it crashed. (DT 850530)

BlackBerry Synchronization Service fixed issues

In certain circumstances, the BlackBerry Synchronization Service incorrectly handled a string, which caused the BlackBerry Synchronization Service to stop responding and restart. (DT 5230488)

When the BlackBerry Synchronization Service tried to synchronize data for many devices that were not in service, a high CPU usage resulted. (DT 1839166)

In certain circumstances, the throttling code scheduled more slow synchronization requests than expected, which might have increased the CPU usage on the computer where the BlackBerry Synchronization Service is installed. (DT 1008489)

In certain circumstances, when backing up PIN messages for a particular user account, the BlackBerry Synchronization Service stopped responding. (DT 796168)

BlackBerry Web Desktop Manager fixed issues

When you used the default version of USB drivers to connect a BlackBerry device to BlackBerry Web Desktop Manager, sometimes the attached device was not recognized and could not be activated. (DT 1168677)

Logging fixed issues

Unnecessary errors related to time zone appeared in the BlackBerry Messaging Agent (MAGT) logs when a user changed their Windows time zone. (DT 1384985)

Organizer data synchronization fixed issues

PIM rescans were not scheduled for all users due to PIM Rescan Throttling, and PIM synchronization may have been delayed. (DT 2098222)

If you changed the Mappings settings for organizer data synchronization at the component level, the organizer data was not synchronized. (DT 1396390)

When synchronizing organizer data for a BlackBerry device user, the BlackBerry Enterprise Server Express crashed. (DT 1271859)

Security fixed issues

A vulnerability in the BlackBerry Collaboration Service could have allowed a potentially malicious BlackBerry device user within an organization to log in to the BlackBerry Collaboration Service as another BlackBerry Collaboration Service user within the same organization. The potentially malicious user could then impersonate the legitimate user within the enterprise instant messaging environment. The vulnerability was present in the component that provides connectivity between the BlackBerry Collaboration Service and the following clients on a BlackBerry device:

- BlackBerry Client for use with Microsoft Office Communications Server 2007 R2
- BlackBerry Client for use with Microsoft Lync Server 2010

For more information about the issue, visit www.blackberry.com/btsc to read article KB28524. (DT 2047669)

Insufficient exception handling during the processing of certain PIM items resulted in the agent process of the BlackBerry Enterprise Server Express restarting. (DT 1271859)

Some BlackBerry Enterprise Server Express ports allowed weak cipher suites that should have been excluded on certain SSL encrypted connections. (DT 1254022)

Vulnerabilities existed in how the BlackBerry Collaboration Service and the BlackBerry Messaging Agent processed PNG images and TIFF images for rendering on BlackBerry devices. These vulnerabilities could have allowed a potentially malicious user to execute arbitrary code using the privileges of the BlackBerry Enterprise Server Express login account. (DT 1238271 and DT 1125216)

These issues are resolved by this release. The update replaces the image.dll file that the affected components uses with an image.dll file that is not affected by the vulnerabilities. For more information, visit www.blackberry.com/btsc to read KB27244.

A vulnerability existed in the BlackBerry Administration API which could have allowed an attacker to read files that contain only printable characters on the BlackBerry Enterprise Server Express, including unencrypted text files. Binary file formats, including those used for message storage, were not affected. This issue could have caused resource exhaustion and therefore could have been leveraged as a partial Denial of Service. The vulnerability was limited to the user permissions granted to the BlackBerry Administration API. (DT 1183849)

For more information, visit www.blackberry.com/btsc and read KB27258.

After a user enrolled certificates successfully numerous times with an enterprise certification authority or stand-alone certification authority, an enrollment process sometimes failed while the device was waiting for an approved certificate. (DT 1116098)

By default, the standard unlisted optional application control policy required users to respond to a prompt each time they wanted to run the applications. (DT 1040480)

If you sent the "Delete all device data and disable device" IT administration command before you upgraded, and the BlackBerry Enterprise Server Express received an acknowledgment from the device that it received the IT administration command after you upgraded the BlackBerry Enterprise Server Express, the BlackBerry Enterprise Server Express wrote a NullPointerException error message to its log file. (DT 1027898)

You could not change the password for the key store file that permits the BlackBerry Administration Service to open HTTPS connections. (DT 224771)

Setup application fixed issues

The setup application overwrote the MSI installation log file when you reran it. (DT 1102412)

If you installed BlackBerry Enterprise Server Express 5.0 SP3 and you wanted to view the BlackBerry Configuration Panel, it took a few minutes to open. (DT 1012449)

If you installed the BlackBerry Enterprise Server Express and then you installed the BlackBerry Attachment Service on a different computer in the BlackBerry Domain, the remote BlackBerry Attachment Service was missing the BlackBerry Controller instance and logging instance in the BlackBerry Administration Service. (DT 998837)

When you installed the BlackBerry Enterprise Server Express, and when you entered the SRP and BlackBerry Client Access License information, if you did not click the **Verify** button before clicking **OK**, you were prompted to verify that you had entered the correct SRP and CAL information. (DT 959420)

You could not remove the BlackBerry Administration Service when you ran the setup application a second time. (DT 630701)

CE events were not formatted correctly in the Windows Event Viewer. (DT 630448)

When you ran the setup application for a second time and the setup application could not connect to the BlackBerry Configuration Database, the setup application displayed the "Error initializing system" error message and did not permit you to change the BlackBerry Configuration Database information. (DT 601826)

The setup application did not include the disk space requirements for third-party applications that it must install with the BlackBerry Enterprise Server Express in the **Setup options** dialog box when you installed a BlackBerry Enterprise Server Express for the first time. (DT 493105)

Upgrade process fixed issues

After an upgrade completed, if you were in the India Standard timezone, the BlackBerry Enterprise Server Express wrote error messages to its log file indicating that it failed to find the timezone. (DT 1384985)

If you upgraded BlackBerry Enterprise Server Express while reconciliation jobs were being processed, in rare circumstances, some messages were not processed when the upgrade completed. (DT 1261732, 1258443)

If you upgraded from 5.0 SP1, software configurations that were set to Editable and Visible or Hidden were changed to Read-only and Visible. (DT 1073979)

If you upgraded from BlackBerry Enterprise Server Express 5.0 SP1 or 5.0 SP2 using a different account than the account you installed with, the upgrade process might not have completed. The setup application wrote the following message to the log file: "[CBESDBInstaller::executeRetryDDL] COM Error 0x80040E37 - IDispatch error #3127 - Source: "Microsoft OLE DB Provider for SQL Server" - Description "Cannot drop the table 'ServerConnectionVTemp', because it does not exist in the system catalog." Native error = 3701". (DT 1036048)

The upgrade process did not preserve the logging level that you set for the BlackBerry Attachment Service. (DT 1028329)

In some circumstances, the IBM Lotus Sametime server name was not automatically prepopulated when upgrading to BlackBerry Enterprise Server Express 5.0 SP3. (DT 984685)

If you upgraded from BlackBerry Enterprise Server Express 5.0 SP1, and you upgraded the only BlackBerry Administration Service instance in the BlackBerry Domain, the setup application permitted you to remove the BlackBerry Administration Service. This could leave your organization without a running BlackBerry Administration Service. (DT 637461)

Wireless calendar synchronization fixed issues

In certain circumstances, a meeting notice was not automatically removed from the inbox on the device when the user accepted the meeting request. If the user then manually deleted the meeting notice, the meeting was also removed from the user's calendar. (DT 5079146)

When a user imported holidays into their calendar, the dates were changed after synchronization. (DT 2386958, DT 1885062)

A user could not complete an activation because the BlackBerry Enterprise Server Express did not send all calendar packets to the device. The activation process stopped at 99% and the log file displayed the "OTAC too big error" message. (DT 1048907)

When a user rescheduled an instance of a recurring meeting in IBM Lotus Notes, the meeting did not always update correctly on the device. (DT 1408883)

If a user accepted an invitation for a meeting on the device, a reminder for the meeting was not set and the user did not receive reminder notices for the meeting. (DT 978589)

When you modified an Anniversary on the device, that was originally created in IBM Lotus Notes, and then synchronized with Lotus Notes, the duration of the Anniversary was changed to an all day event. (DT 960557)

If a meeting invitee deleted a meeting series and then was reinvited to the meeting series, the meeting invitee could not accept or decline the invitation on a device or using Lotus Notes. (DT 685185)

Known issues

3

Activation known issues

If you activate a device using a wired connection with the BlackBerry Administration Service, and the device has wireless connections turned off, a full synchronization is not triggered. (DT 5748624)

Enterprise activation of a device does not complete. (DT 5644729)

Workaround: Restart the BlackBerry Messaging Agent.

When a device user who has a BlackBerry Internet Service account and a BlackBerry Enterprise Server Express account activates a new BlackBerry device, the user cannot send email messages using the BlackBerry Internet Service account. (DT 617358)

Workaround: Reactivate the BlackBerry Internet Service account.

When a user activates a device using BlackBerry Desktop Software, and then tries to activate the device a second time (after wiping the device and creating a new activation password) email messages are not pre-populated on the device. (DT 3633587)

Workaround: Activate the device over the wireless network or using the BlackBerry Administration Service with a wired connection.

When a user exceeds the maximum number of attempts for entering the enterprise activation password, there is no notification message displayed on the device. The user has to manually cancel the enterprise activation. (DT 253518)

The BlackBerry Enterprise Server Express cannot activate a user who uses a Portuguese mail template. (DT 107411)

Workaround: Change the value of the name field to \$inbox.

BlackBerry Administration Service known issues

You cannot successfully edit a deployment job with a status of Ready to run if the start date is today or tomorrow. If the start date is today, you cannot save the change and receive a misleading error message. If the start date is tomorrow, you can save the change but the job is saved with today's date. (DT 5821782)

You cannot remove an Enterprise Messenger application when the Disposition is set to disallowed at the application level. (DT 5631415)

The BlackBerry Administration Service is unable to delete obsolete tasks or jobs. (DT 5519949)

Workaround: Update the database to change the state of the obsolete tasks or jobs.

If you assign a customized role to an administrator account, and the administrator assigns a software configuration to a user account that is assigned a customized IT policy, the BlackBerry Administration Service sends the Default IT policy to the device instead. (DT 1227269)

If your organization's Lotus Domino domain includes an ampersand (&) in the name, then you cannot edit users' organizer data settings in the BlackBerry Administration Service. (DT 1224473)

The description on the Manage roles page of the BlackBerry Administration Service describes the ability to edit administrator roles. This feature is not available in the BlackBerry Enterprise Server Express. (DT 1210000)

The BlackBerry Administration Service does not perform as expected when it needs to complete many tasks (more than 2100 tasks) and verify dependencies and optimizations. (DT 1108098)

Workaround: Restart the computer that hosts the BlackBerry Administration Service.

The BlackBerry Administration Service does not use the email address that you specify in the **Sender Address** field in **Devices > Wireless activations > Device activation settings** to send activation email messages. (DT 1101095)

The BlackBerry Administration Service does not permit you to load applications with 5 number groups. The application version must match the following format: XXX.YYY.YYY.YYY, where X and Y are numeric characters. Only XXX is required. (DT 1093369)

In a Japanese environment, if you click the ? icon in the **Calendar** option under **Manage applications** in the BlackBerry Administration Service, the words "About this calendar" are not translated into Japanese. (DT 1082172)

The BlackBerry Administration Service does not display a descriptive error message when it encounters an issue assigning a device to a user account. (DT 1053380)

Workaround: For more information, visit www.blackberry.com/btsc to read KB20015.

If you try to create an administrator account with Microsoft Active Directory authentication and enter a password incorrectly, the BlackBerry Enterprise Server Express indicates that the **Password** and **Confirm Password** fields are required. However, these fields are only required for BlackBerry Administration Service authentication. (DT 1036448)

When you create a schedule to delete jobs and job tasks in the BlackBerry Administration Service, some jobs and job tasks are not deleted. (DT 1019288)

If you assign a mandatory BlackBerry Device Software update to BlackBerry device users in the BlackBerry Administration Service, when users accept the request they see an unnecessary pop-up message. (DT 1012128)

The BlackBerry Administration Service does not update the status of a job when there are tasks in the job that have been optimized out. (DT 968575)

The BlackBerry Administration Service removes access control rules from a user account when the email address for that BlackBerry device user changes. (DT 879969)

You cannot log in to the BlackBerry Administration Service if the DNS environment contains an invalid service record. (DT 860600)

When you add or remove users, the BlackBerry Administration Service does not update the list of BlackBerry Client Access License instances accordingly until the next day. (DT 849107)

The descriptions for certain IT policy rules in the BlackBerry Administration Service mention the FIPS level IT policy rule, but the FIPS level IT policy rule is not available in the BlackBerry Enterprise Server Express. (DT 839622)

You cannot change the settings for the private contact folder if the user created another folder named "Contacts" that appears earlier in the alphabetical list of folders. (DT 814782)

Workaround: Rename the folder called "Contacts" that was created by the user, or move it into a folder that appears after the default Contacts folder in the alphabetical list of folders.

For organizations with a very large number of license keys (several thousand BlackBerry CAL instances), when you try to manage the license keys using the BlackBerry Administration Service, the browser times out or becomes unresponsive. (DT 810241)

You must initiate an organizer data synchronization from the BlackBerry Enterprise Trait Tool rather than the BlackBerry Administration Service. (DT 758496)

When you search for updated BlackBerry Device Software bundles in the BlackBerry Administration Service, the browser session times out and you are logged out of the BlackBerry Administration Service. This issue is the result of missing locale information in the BlackBerry Configuration Database. (DT 755985)

If a user has a personal folder with a name that includes characters that the BlackBerry Administration Service does not support, the BlackBerry Administration Service cannot display the organizer data synchronization pages or email configuration pages for the user. (DT 753954)

After you log in to the BlackBerry Administration Service, the BlackBerry Administration Service might write a socket write error message to its log file. (DT 752116)

When moving user accounts to another BlackBerry Enterprise Server Express, the BlackBerry Administration Service displays the BlackBerry Enterprise Server Express that the user account is currently associated with as a destination server. (DT 735296)

If you search for a large number of users in the BlackBerry Administration Service, in certain circumstances, the JVM might run out of memory and no results are returned. (DT 712427)

The way that you can configure the maximum file size for attachments using the Maximum Native Attachment MTH attachment size IT policy rule and the **Maximum Download Attachment Size (KB)** field in the BlackBerry Administration Service is confusing. The BlackBerry Enterprise Server Express implements the most restrictive setting. (DT 705600)

If the SyncFolderList in the BlackBerry Configuration Database contains negative folder ID numbers, you cannot click on the Default Configuration link in the BlackBerry Administration Service. (DT 687309)

If you configure BlackBerry Administration Service single sign-on authentication, the BlackBerry Administration Service does not automatically log in an administrator after the session times out and instead displays the login page. (DT 685800)

If the unique identifier in a user's Person document changes (for example, the user is moved to another IBM Lotus Domino domain), the user can no longer log in to the BlackBerry Administration Service using Lotus Domino authentication. (DT 649036)

If you install the BlackBerry Enterprise Server Express and the BlackBerry Administration Service on the same computer, change the FQDN of the computer while keeping the IP address the same, and ensure that the previous FQDN is still reachable to the same IP address, the BlackBerry Enterprise Server Express does not update the BlackBerry Configuration Database correctly and runs jobs at incorrect times, which can cause the database size to increase unexpectedly. (DT 633315)

Workaround: Remove the DNS alias for the previous FQDN and restart the BlackBerry Administration Service.

In certain browsers (for example, Windows Internet Explorer), after you configure the BlackBerry Administration Service to support single sign-on, if you access the BlackBerry Administration Service from a browser that is located on the same computer as the BlackBerry Administration Service, you see the login page. (DT 618098)

Workaround: Use Firefox instead.

In certain circumstances, when you reconcile IT policies for large groups (for example, 30,000 users), the reconciliation process might stop unexpectedly. (DT 605175)

If you enter an invalid LDAP port value during the installation process, you cannot access the BlackBerry MDS Connection Service settings using the BlackBerry Administration Service. For example, if you enter a value that is not within the range of 1 and 65,535 the LDAP value will be set to NULL. (DT 596589)

Workaround: Contact RIM Technical Support.

You cannot edit the Wi-Fi profiles information for a user account using the Wi-Fi profiles tab. (DT 565561)

The option to delete an administrative role is available in the BlackBerry Administration Service, but you cannot create a custom administrative role. (DT 560542)

If you use the Wi-Fi Link Security EAP-PEAP, you cannot set the **Wi-Fi Inner Authentication Mode** configuration setting in a Wi-Fi profile. (DT 525943)

When an Enterprise Service Policy prevents a BlackBerry device from being activated, the BlackBerry Administration Service still displays the "The device that is connected to your computer has been activated" message. (DT 491663)

When you view the status of certain BlackBerry Enterprise Server Express components in the BlackBerry Administration Service, the "Availability state" or "Failover status" fields are displayed. These fields should not display in the BlackBerry Administration Service. (DT 485555, 485556, 485557, 485558, 485560, 485561, 485636)

When you click on a BlackBerry MDS Connection Service instance in the **Servers** and **Components** sections, the BlackBerry Administration Service displays a "The request could not be completed" error message if the **Default Server Base Query** field has an empty value. (DT 400528)

Workaround: The valid values for the **Default Server Base Query** field are Null or 1 to 1024.

The **Set Owner Information** field in the BlackBerry Administration Service has a character limit of 125 characters. This is inconsistent with the **Set Owner Info** field on the BlackBerry device which can save up to 127 characters. (DT 354917)

Workaround: Restrict the number of characters you enter into the **Set Owner Information** field in the BlackBerry Administration Service and the **Set Owner Info** field on the users' BlackBerry device to under 125 characters.

After you upgrade the BlackBerry Configuration Database, the user search page might take longer than expected to display. (DT 354697)

If the name of a public folder includes an underscore (_) and the public folder includes subfolders, the BlackBerry Administration Service displays the public folder twice (once with the underscore and once without the underscore). (DT 354629)

When a user enables the option "encrypt all incoming messages" in their person document, enterprise activation fails but the BlackBerry Configuration Database is not updated accordingly and the BlackBerry Administration Service console does not display a message to indicate the failure. (DT 232352)

BlackBerry Attachment Service known issues

When viewing a Microsoft Excel spreadsheet (.xls, .xlsx) using the Basic Viewer option on a device, if a cell contains a negative value in parentheses for example, (1024), the value is presented as a positive value. (DT 5799453)

When a user views a Microsoft PowerPoint 2007 or 2010 attachment on a device, text in tables might not display correctly or at all. (DT 1030847, DT 1030472)

In certain circumstances, the device does not display a Microsoft PowerPoint document correctly. (DT 91523, SDR 336357)

When users attempt to open large Microsoft Word files or Microsoft PowerPoint files from a remote file location, on an intermittent basis the device cannot display the files. This is due to an issue with how the BlackBerry MDS Connection Service and the BlackBerry Attachment Service communicate. (DT 661572)

If you configure a BlackBerry Enterprise Server Express to use a remote BlackBerry Attachment Service, stop the local BlackBerry Attachment Service, and upgrade the BlackBerry Enterprise Server Express, the remote BlackBerry Attachment Service cannot process attachments. (DT 658624)

Workaround: In the BlackBerry Administration Service, modify any of the settings for the BlackBerry Attachment Connector, save your changes, and then change the settings back to their previous values.

Users cannot view .doc files created using Kingsoft Office 2009. (DT 527857)

Users cannot view text in columns in a .pdf file when they use the "View as text" option. (DT 473169)

When users view .pptx files on their devices, the sizing and spacing of tables might not display properly. (DT 208027)

BlackBerry Configuration Database known issues

If a user updates the auto-signature while the BlackBerry Configuration Database is offline, the BlackBerry Enterprise Server Express does not synchronize the update and it is lost. (DT 1383443)

In certain circumstances, you cannot delete an old BlackBerry Enterprise Server Express instance from the BlackBerry Administration Service. (DT 1005498)

The current LoadPlugSynchronization.sql script removes duplicate table IDs from the SyncDeviceMgmt table, however it does not remove redundant counts. (DT 595731)

The BlackBerry database notification system does not always function correctly because the extended stored procedures required to obtain the host name, machine name, and computer name of the BlackBerry Configuration Database server are stored in the master database that is not accessible for some organizations, for security reasons. (DT 564423)

The BlackBerry Administration Service stops responding when adding user accounts if there is a large number of groups (more than 3000) in the BlackBerry Configuration Database. (DT 493278)

If you use the user and server statistics in Microsoft SQL Server, performance issues might occur. (DT 399135, SDR 188502)

The BlackBerry Enterprise Server Express components will not start if the Microsoft SQL Server has a certificate larger than 4 KB with JDBC Driver 1.2. The connection to the database fails with a TDS error. (DT 230816)

Workaround: You can either reduce the size of the certificate, issue a smaller certificate, or remove the certificate from the Microsoft SQL Server.

If you are using the BlackBerry database notification system, RimEsp.dll might cause memory fragmentation in the Microsoft SQL Server. (DT 104132)

Workaround: Remove the BlackBerry database notification system from the Microsoft SQL Server.

BlackBerry Configuration Panel known issues

The log file for the setup application does not contain information about the BlackBerry Configuration Panel. (DT 835622)

BlackBerry Controller known issues

When the BlackBerry Controller is running and a user shuts down Windows using Remote Desktop Connection, Windows writes the following error message to the System Event Log indicating that the computer did not shut down correctly: “The previous system shutdown was unexpected”. (DT 989942)

Workaround: Stop the BlackBerry Controller manually before you shut down Windows using Remote Desktop Connection.

If the BlackBerry Controller creates multiple consecutive dumps on hung threads, the latest dump file overwrites the previous dump file if the latest file is created in the same minute as the previous dump file; the dump files are named based on the minute that they are created. (SDR 214488)

BlackBerry Dispatcher known issues

If a Wi-Fi connection is opened between the BlackBerry Enterprise Server Express and a BlackBerry device while keys are being generated, the BlackBerry Enterprise Server Express may send the device two KEY_ACCEPT packets which leaves the device without an encryption key. (DT 904881)

Workaround: Users should regenerate the encryption key manually.

In certain circumstances, the BlackBerry Dispatcher removes user accounts and then re-adds them at a later time. (DT 403695)

BlackBerry Mail Store Service known issues

The BlackBerry Mail Store Service does not try to connect to the global catalog server again if MAPI returns the error "0x80040200" to the BlackBerry Enterprise Server Express. (DT 5862645)

The BlackBerry Enterprise Server Express only makes contact databases available for BlackBerry device users if the user's name is explicitly listed in the ACL or if the Default access level grants the permission. The user cannot view a contact database on the device if the user is a member of a group with the appropriate ACL. (DT 1200410)

It can take longer than expected to receive email messages on a BlackBerry 9300 smartphone. (DT 1121063)

In certain circumstances, a null value might be passed to MailStoreDomino:GetServersList as the list of available servers, causing the server to stop responding. (DT 892790)

In an environment that includes multiple IBM Lotus Domino domains that are cross-certified, when you add a user account in the BlackBerry Administration Service using the "Add user from company directory" option, the BlackBerry Administration Service does not create the user account correctly and the user cannot log in to BlackBerry Web Desktop Manager. (DT 619027)

Workaround:

1. Verify that all Lotus Domino servers and address books are added in the BlackBerry Administration Service. To do so, in the BlackBerry Administration Service, go to **BlackBerry Solution topology > Component view > Email > <Instance_Name>**.
2. Remove and add the user account again.

The BlackBerry Mail Store Service only populates Lotus Domino servers that are in the same Notes Named Network in the BlackBerry Configuration Database. This means that if you try to change the **Location - server** field in the Organizer data synchronization options in the BlackBerry Administration Service, the BlackBerry Administration Service only displays the Lotus Domino servers that are in the same Notes Named Network as the BlackBerry Mail Store Service in the list. (DT 579807)

Workaround: Verify that all Lotus Domino servers and address books are added in the BlackBerry Administration Service. To do so, in the BlackBerry Administration Service, go to **BlackBerry Solution topology > Component view > Email > <Instance_Name>**.

If a user has duplicated person documents in the address book, when the BlackBerry Mail Store Service updates the contact list information in the BlackBerry Configuration Database, the BlackBerry Mail Store Service attempts to add the same user twice to the BlackBerry Configuration Database and logs the following message in its log file:
"MailStoreDomino::RefreshEntriesFromNAB - Duplicate entry found. Record not inserted into the MSAddresses table -

tuser@testnet.rim.net." The email address included in the message is not necessarily the email address of the duplicated user, but the last email address of the batch that the BlackBerry Mail Store Service processed. (DT 507418)

BlackBerry MDS Connection Service known issues

After upgrading the BlackBerry Enterprise Server Express, the BlackBerry MDS Connection Service may repeatedly write NullPointerException error messages to its log file which may result in insufficient disk space. (DT 5765689)

If a web server returns a 401 error because the BlackBerry MDS Connection Service provide an expired cookie, the BlackBerry MDS Connection Service cannot authenticate with the web site. (DT 122613)

Workaround: Instruct the user to delete all the cookies, browser cache, and browser passwords from the device.

Proxy mapping settings do not support the plus sign (+) as part of the proxy rule expression. (DT 1195239)

Workaround: Try using an asterisk (*) instead.

The BlackBerry MDS Connection Service does not write any information to its log file indicating whether a push was successful or not. (DT 819201)

If a device is connected to a Wi-Fi network only (mobile network is turned off) and the user browses to a .pdf file, the user cannot save the .pdf file and the .pdf file opens as a blank page. This issue is because the device tries to use a browser transport that uses the BlackBerry Enterprise Server Express if direct Wi-Fi transport does not work. (DT 809117)

When a user browses to a file using the Files application, and the device specifies an Accept header but the BlackBerry MDS Connection Service cannot identify the MIME content type, the HTTP handler can forward the content to the device, but the DFTP handler cannot and returns status code 406. (DT 807485)

If you associate two BlackBerry MDS Connection Service instances with the BlackBerry Enterprise Server Express, one as the local, primary instance and one as the remote, stand-by instance, and you use the BlackBerry Administration Service to remove the primary instance, the remote instance does not become the primary BlackBerry MDS Connection Service. (DT 629834)

Workaround: Remove all BlackBerry MDS Connection Service instances from the BlackBerry Enterprise Server Express and associate one BlackBerry MDS Connection Service with the BlackBerry Enterprise Server Express as the primary instance.

If a URL includes escaped Unicode characters (for example, %u00), the BlackBerry MDS Connection Service attempts to convert the URL and the device displays an Invalid Authority error message. (DT 606970)

When the BlackBerry MDS Connection Service downloads an attachment from a web server that uses HTTPS, the BlackBerry MDS Connection Service writes an `IOException` error message to its log file and cannot download the attachment. (DT 531836)

When a user browses to websites that contain Microsoft PowerPoint presentations, the browser on the device might not display slides correctly. (DT 349191)

Workaround: On the computer that hosts the BlackBerry MDS Connection Service, in `C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\instance\config`, in the `rimpublic.property` file, add the following property: `AsClientConfig.ChunkSizeKBytes=1024`.

If you import a self-signed certificate into the proxy server keystore, users cannot install an application that the BlackBerry MDS Connection Service accesses using HTTPS as the secure status of the certificate is not maintained. The users see an HTTP 500 error on the device. (DT 344187)

Workaround: Use certificates that are signed by certification authorities.

BlackBerry Messaging Agent known issues

In some circumstances, if a user account is part of a group that has an SMTP address, when you perform a look up on the group, the SMTP address is returned instead of the group name. (DT 5817623)

If an email address contains multiple domains appended to the SMTP address (for example, `user@internet.domainA@domainB@domainC`), only the first and last domains are recognized by the BlackBerry device. (DT 5779249)

If you remove a user account, the BlackBerry Messaging Agent may crash. (DT 5730533)

When a BlackBerry device user replies or forwards an email message and uses a different font than the original message, the font changes to match the font from the header of the previous email message. (DT 5485984)

With certain devices, the To and From data in email messages is removed after restoring a backup file to the device. (DT 2407010)

Searching for remote email messages from BlackBerry devices might take longer than expected. (DT 1133242)

In certain circumstances, when a user forwards a message with inline attachments from a device, the BlackBerry Enterprise Server Express replaces the images with image place holders. (DT 1081660)

If you change the location of a user's mail file when both Lotus Domino and the BlackBerry Enterprise Server Express are not running, the BlackBerry Enterprise Server Express writes an unclear message to its log file. Instead of writing "Mail

File changing from mail\jlambier.nsf to mail\lambierj.nsf for user James Lambier/Marketing/Example" it writes the user name in canonical format: "Mail File changing from CN=James Lambier/OU=Marketing/O=Example to mail\lambierj.nsf for user James Lambier/Marketing/Example". (DT 1057099)

If the BlackBerry Messaging Agent cannot connect to the BlackBerry Configuration Database when it is synchronizing organizer data after the user's mail file is updated, the BlackBerry Enterprise Server Express crashes. (DT 1057086)

After the BlackBerry Messaging Agent synchronizes all content, it requests that the device delete any duplicate entries in the contact list. However, if the BlackBerry Synchronization Service and the device have not yet completed the synchronization process, the device might fail the deletion process. (DT 1054438)

If you turn on the out-of-office feature on the BlackBerry Enterprise Server Express and the device, the BlackBerry Messaging Agent log file and the Windows Event Viewer include Level 1 error messages that are not relevant. (DT 1049961)

If you migrate users that have Inboxes with folders using the BlackBerry Enterprise Transporter, the BlackBerry Enterprise Server Express does not re-synchronize the folder structure on the device and the device cannot create folders. (DT 1049385)

Workaround: Instruct the user to turn off wireless reconciliation for at least a minute and then turn it back on again.

The BlackBerry Enterprise Server Express does not deliver email messages to a standby instance of a Lotus Domino server in another domain when the primary instance of a Lotus Domino is unavailable. (DT 969288)

Workaround: You can create connection documents on the BlackBerry Enterprise Server Express and the standby instance of the Lotus Domino server which schedules mail routing and results in email messages being routed to the other domain. Note that this may result in delays in the delivery of email messages.

When a Lotus Domino server is unavailable, users lose their public folder contacts on their devices. (DT 960509, DT 960502)

If you attempt to migrate a user using the BlackBerry Enterprise Transporter, the migration fails. (DT 914268, DT 484418)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **DbCheckIntervalSec**.

5. Change the value of the key to a low value (for example, 10) which should reduce the number of failures.
6. Restart the BlackBerry Dispatcher service.

Note that this registry setting value should be removed or changed after the BlackBerry Enterprise Transporter migrates the user to eliminate needless database traffic.

If a user clicks on an inline image in a rich text email message on the device, the user does not receive consistent results. For example, the user sometimes views the correct short menu, receives a "Continue to nullunid.txt?" message, or receives the following error message: "The protocol specified is not supported by the handheld. Please try a different URL". (DT 903903)

In certain circumstances, a valid email message that arrives in the Inbox is processed but the message is assigned MessageState="10" and is not sent to the device. (DT 862331)

If a user receives an email message that was forwarded from a Novell GroupWise user, when the user opens the message on a device and selects "More" or "More All", the following error message displays and the user cannot view the original message: "Error formatting More Result for device, or not enough data to send". (DT 834647)

In certain circumstances, the BlackBerry Messaging Agent stops responding while processing messages for a user mailbox. (DT 821883)

If a user receives a Notes Native Encryption email message and the user does not have an ID file in the mail file, the email message is deleted and a file with the date and time of the email message appears in the trash folder of the mail file.

Workaround: Import the ID file into the user's mail file to support Notes Native Encryption on the device. (DT 818659)

If a user sends an email message from the device but the user's mailbox is over quota, the device incorrectly indicates that the message is sent. (DT 765940)

In some cases, email messages sent from devices are encoded using binary instead of base64. The incorrect encoding can result in validation software rejecting the email messages. (DT 761410)

When you stop the BlackBerry Enterprise Server Express, the BlackBerry Enterprise Server Express might still attempt to process system statistics, which can cause the BlackBerry Enterprise Server Express to crash. (DT 716687)

The following log entries in the BlackBerry Messaging Agent log file show up when you set the logging level to informational, even though they are debug level messages: 40015, 40375, 40352, 40429, 45058, 40057, and 40243. (DTs 685401, 685389, 685361, 685354, 685345, 685343, and 685331)

When the BlackBerry Enterprise Server Express synchronizes a large address book, it might use more memory than expected and might reinitialize the synchronization process. (DT 616546)

Workaround: Remove unnecessary contacts from the address book.

If a Lotus Notes user replies from a device to a message sent from Microsoft Outlook, the recipients cannot open the message using Lotus Notes. (DT 602743)

Workaround: Instruct senders to send messages in opaque format.

If users create new folders on the device using Japanese characters, the folders are not synchronized to the users' email applications. (DT 596277)

The BlackBerry Messaging Agent might stop responding because it caches too many unread messages. (DT 587607)

Workaround: Remove the affected users or switch their mail database to a clean mail database.

If you configure the BlackBerry Enterprise Server Express to prepopulate messages on the device, activate the device, cancel the activation process and reactivate the device, the messages that were cancelled are not present until the BlackBerry Enterprise Server Express restarts. (DT 556404)

If a user receives an email message that was sent with the Prevent Copying delivery option, and then sends a reply, the error message "Attachment upload failed on server" appears on the device. (DT 541645)

When a user sends a Base-64 encoded message that includes UTF-8 characters from Lotus Notes, the device cannot display the message. (DT 540326)

When you migrate a user using the BlackBerry Enterprise Transporter while the device is out of the wireless coverage area, the device might reject queued messages if it has not yet received updated service books from the destination BlackBerry Enterprise Server Express. This issue also applies to folders, calendars, and other packet types. (DT 523005)

Workaround: Resend the messages.

If users send a plain text email message that is smaller than 2 KB to devices, devices display the "More available: 1 bytes" message at the end of the message. (DT 502079)

Workaround: In the Email options on the device, turn on Auto More.

If the BlackBerry Enterprise Server Express is restarted between the point that the messages are queued up and then resubmitted to the device, the BlackBerry Enterprise Server Express can send messages that are 2 years old to the device. (DT 491629)

If you move a user account from a BlackBerry Enterprise Server Express that is not running to a BlackBerry Enterprise Server Express that is, the BlackBerry Enterprise Server Express recreates the profile database and creates a new data source ID for the user account. This issue results in a full synchronization process. (DT 485933)

The device cannot display images that are embedded in rich-text email messages. (DT 470732)

A user may be denied access to a public folder even though they are members of a group that is included in the access control list in Lotus Notes. (DT 461809, DT 448774)

Workaround: Manually add the user account to the access control list.

If a user is restricted from accessing a public folder using Lotus Notes while the BlackBerry Enterprise Server Express is not running, when the BlackBerry Enterprise Server Express is restarted the user still has access to the public folder. (DT 451773)

Workaround: Permit the user access to the public folder and then restrict access to that folder when the BlackBerry Enterprise Server Express is running.

When the SRP thread stops responding, the BlackBerry Controller does not restart the threads and messages cannot be delivered to the device. (DT 445451)

Workaround: Restart the BlackBerry Controller.

In certain circumstances, the BlackBerry Messaging Agent attempts to delete memory handles that it did not create and writes the "Assertion failed: Deleted Memory handle which we did not allocate" error message to the log file. (DT 403648)

The average message latency (the average length of time between the message arriving on the mail server and the delivered message appearing on the user's device) is not calculated correctly. An event error 40181 appears in the log file every 15 minutes. (DT 403553)

In certain circumstances, when a user uses a device to send email messages that contain HTML and rich content, the email messages do not display on the recipients' devices. (DT 403549)

In certain circumstances, if an email message contains images, the device does not display the images and the "Assertion failed: Deleted MEMHANDLE handle which we did not allocate" error message appears in the BlackBerry Messaging Agent log file. (DT 403542)

In certain circumstances, users receive email messages in a different order than how they arrived in the messaging server. (DT 403427)

In certain circumstances, if you reactivate a user account, the BlackBerry Messaging Agent cannot synchronize the user's address book or journal over the wireless network. (DT 403206)

Workaround: Connect the device to a computer that can access the BlackBerry Administration Service and populate the user's address book and journal. The user's address book and journal will successfully update over the wireless network.

When a user changes the email address of a contact on a device, the update does not synchronize to Lotus Notes. (DT 401884)

Workaround: Use Lotus Notes to change the email addresses of contacts.

After you move a user to a new BlackBerry Enterprise Server Express, organizer data synchronization does not occur. (DT 401036)

Workaround: Restart the BlackBerry Controller to restart the BlackBerry Messaging Agent.

If a user forwards a message with a .wav file attachment, the recipient cannot open the attachment on the device if support for rich-content email messages is turned on for the device. (DT 400595, SDR 218023)

Workaround: Turn off support for rich-content email messages for the device.

If a user forwards a message to a large number of recipients (over 350) using their device, the body of the original message might be blank. (DT 395576)

Workaround: Select the "Prefers Notes Rich Text" option in the **Format preference for incoming mail** field in Lotus Notes when sending an email to a large number of recipients (over 350).

If you change the name of a user in Lotus Domino and replicate the change to the BlackBerry Enterprise Server Express, the BlackBerry Administration Service does not display the updated name. (DT 392812)

Workaround: Restart the BlackBerry Dispatcher.

In certain circumstances, after adding a user's email address to the contact list, the email address on the device does not include the domain information. (DT 375379)

Workaround: On the device, add the domain information to the email address.

If a user sends a message to more than 32 recipients, all recipients receive the message, but only the first 32 recipients display in each of the To, CC, and BCC fields on a recipient's device. If a user selects Reply To All from the device, the reply is sent to the truncated list of 32 recipients only. (DT 375175)

Workaround: If you want message replies to be sent to all recipients, including those that are not listed in the To field, in HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Agents, create the DWORD value HonorInsertOriginalRecipients and set the value to a non-zero number.

If you add another email address to a user account in Lotus Domino and separate the email addresses using a carriage return, the log file for the BlackBerry Messaging Agent includes the carriage return. (DT 357088)

Workaround: Use only one email address for each user account.

When the BlackBerry Enterprise Server Express sends a new key to a device, or a device is reactivated, the Activation status does not update correctly in the BlackBerry Administration Service. (DT 356625)

After sending an email message that includes a large attachment to a device, the pending packets count on the BlackBerry Enterprise Server Express increases. (DT 351346)

Workaround: Restart the BlackBerry Enterprise Server Express.

When a user configures the option "Encrypt all incoming messages" in the person document, and you configure the BlackBerry Enterprise Server Express so that it does not support rich text formatting, unencrypted copies of encrypted MIME and RTF email messages appear in the user's Trash folder. (DT 345273)

Workaround: In the BlackBerry Administration Service, configure the BlackBerry Enterprise Server Express to support rich text formatting and inline images in email messages.

The BlackBerry Messaging Agent does not send messages that include .vcf file attachments that are larger than 127 KB to a device. (DT 306156)

Workaround:

1. Click **Start > Run**.
2. Type **regedit**.
3. Perform one of the following actions:
 - If you are running a 32-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Dispatcher.
4. Create a DWORD key named **MaxUncompDataSizeBytes**.
5. Change the value of the key to the maximum size, in bytes, of .vcf file attachments that you want the BlackBerry Messaging Agent to send to a device. The default value is 130048 bytes (127 KB).
6. Restart the BlackBerry Dispatcher service.

BlackBerry Policy Service known issues

In certain circumstances when a user tries to update device software over the wireless network, from version 6.0.0.461 to 6.0.0.666, specifically if the device is a BlackBerry Bold 9700, the following error occurs: "not consistent with device version or vendorid". (DT 5876335)

The BlackBerry Policy Service logs "Skip processing as a check is already in progress" as a warning message, though it is an informational message. (DT 1093070)

In certain circumstances, the BlackBerry Policy Service stops responding because of a null pointer error. (DT 1014472)

Workaround: Restart the BlackBerry Policy Service.

For certain BlackBerry smartphones (for example, BlackBerry Storm 9530), you cannot push applications and the BlackBerry Policy Service includes the following error message in its log file "Device info for hardwareID 0x7001504 could not be found." This error occurs because the hardware IDs for newer devices do not include a 0, as expected. (DT 785193)

Workaround: Update the vendor.xml and device.xml files to include a duplicate section for new devices and change the hardware IDs to not include a leading 0. For example, for BlackBerry Storm 9530 devices, ensure the files include both the 0x700150 and 0x0700150 IDs.

When you move a user account, the BlackBerry Policy Service writes misleading messages to its log file. For example, "No rows found to update." and "DATA = "PendingSBBlob". The BlackBerry Policy Service does not wait for the user information to be updated in the ITPolicyStatus table in the BlackBerry Configuration Database. (DT 600132)

If you change the SRP ID to an invalid ID and then change the SRP ID again to a valid ID, the BlackBerry Policy Service does not send the valid ID to the device and the device only receives the invalid ID. (DT 598250)

If an administrator saves an invalid BlackBerry Enterprise Server Express SRP, despite a warning in the BlackBerry Administration Service, and then changes the SRP to a valid SRP, the service books with the valid SRP are never sent to the devices and the devices cannot send or receive email messages. (DT 403634)

The BlackBerry Enterprise Server Express returns out-of-office messages when a user sends a duress message from a BlackBerry device. (DT 263970)

BlackBerry Router known issues

If the BlackBerry Router cannot make an SRP connection because it cannot open a port, the BlackBerry Router writes the error message EVENTMSG="No one ready to listen" to the log file in an excessive manner. (DT 1053544)

Workaround: Reset the logging level of the BlackBerry Router.

If too many log files exist on the computer that hosts the BlackBerry Router, when you restart the computer, the BlackBerry Router does not start automatically. (DT 834770)

Workaround: Remove older log files from the computer and start the BlackBerry Router manually.

The BlackBerry Router writes the following log message to its log file, but there is insufficient information about the MaxServiceQueueSize registry key: "Pausing service receiver. Maximum relay session send queue size exceeded. Service: S47613137. Current relay send queue size: 18268. Max relay send queue size: 10240. To change the maximum queue size limit set the following DWORD value in the registry: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackberryRouter\MaxServiceQueueSize=[New Limit MB]". (DT 612937)

If you change the **SRP Host Port (Outbound)** value in the BlackBerry Configuration Panel and restart the BlackBerry Router, the BlackBerry Router starts using the port you configured rather than the default port (3101). (DT 541717)

Workaround:

1. Open the BlackBerry Configuration Panel.
2. Verify the SRP address and SRP host port information.
3. Change the **BlackBerry Service Connection Port** to another port number (for example, 3105) and click **Apply**.
4. Change the **BlackBerry Service Connection Port** back to 3101 and click **Apply**.

5. Restart the BlackBerry Router.

BlackBerry Web Desktop Manager known issues

A device user cannot restore a backup file to their device using BlackBerry Web Desktop Manager if the browser on their computer is Windows Internet Explorer 9.

Logging known issues

When you have a primary and secondary BlackBerry Configuration Database, if both databases go offline at the same time and then both come back online at the same time, the log file does not specifically record the successful reconnection with the SQL database. (DT 5693608)

The BlackBerry Enterprise Server Express writes Notes API exceptions to its log file as though the expectations were BlackBerry Enterprise Server Express exceptions. (DT 1274689)

When the BlackBerry Enterprise Server Express crashes, the BlackBerry Messaging Agent writes an empty stack trace to its log file. (DT 771491)

If you trigger a stack trace for the BlackBerry Messaging Agent on a 64-bit Windows Server using a 32-bit application, the stack information does not include the threading context. (DT 597288)

You cannot configure the logging for the BlackBerry Mail Store Service. (DT 235409)

The log files for the BlackBerry Mail Store Service are automatically deleted after 14 days. (DT 231153)

Workaround: In the Windows registry, change the DebugLogMaxDailyFileAge value for the BlackBerry Mail Store Service.

Organizer data synchronization known issues

When synchronizing organizer data for a BlackBerry device user, the BlackBerry Enterprise Server Express crashes. (DT 1271859)

If you change one of the global mappings for organizer data synchronization and create a new address book contact from a BlackBerry device and IBM Lotus Notes, wireless address book synchronization stops working. (DT 990409)

Workaround: Reactivate the BlackBerry device user.

The log files for organizer data synchronization indicate an error but do not indicate which calendar entry caused the error. (DT 788365)

When users modify tasks on a device, the start date and the due date might become the same. (DT 705818)

Workaround: Instruct users to only modify tasks from Lotus Notes.

If you configure roaming users with journals, you cannot configure organizer data synchronization in the BlackBerry Administration Service. (DT 687054)

The BlackBerry Synchronization Service does not periodically check for a valid connection to the BlackBerry Configuration Database. This issue can cause organizer data synchronization to take longer than expected. (DT 613310)

The BlackBerry device displays duplicate email addresses for contacts that users create to support IBM Lotus iNotes. (DT 468239)

Overdue items in the To Do list in Lotus Notes are not synchronized to a user's BlackBerry device. (DT 438725, SDR 144850)

If you assign a BlackBerry device to a user immediately after adding the user to the BlackBerry Enterprise Server Express, multiple organizer data synchronizations will occur potentially causing excess CPU load and problems for the user until the synchronizations are complete. (DT 221467)

Workaround: Make sure that organizer data has been populated before assigning a device to a new user.

Performance known issues

Performance Monitor (perfmon) does not display correct data for Mailbox Agents. (DT 1278131)

When you upgrade the BlackBerry Enterprise Server Express from 5.0 SP1, the setup application does not register the performance counters for the BlackBerry Messaging Agent or BlackBerry Router. (DT 628488)

If you install the BlackBerry Enterprise Server Express on a 64-bit version of Windows Server and you want to run Windows Performance Monitor on a computer that does not host the BlackBerry Enterprise Server Express, you must run the 64-bit version of Windows Performance Monitor, uninstall the 32-bit counters on the BlackBerry Enterprise Server Express computer, and install the 64-bit counters. (DT 450279)

If you install the BlackBerry Enterprise Server Express on Windows Server 2003 (64-bit), you can see BlackBerry Server counters when you open the Performance Monitoring console using perfmon /wmi. The BlackBerry Server counters do not function as expected. (DT 339324)

Workaround:

1. Stop the BlackBerry Enterprise Server Express services.
2. Using Windows Explorer, in the BlackBerry Enterprise Server Express installation package, navigate to tools\WMI\x64 .
3. Copy the AgentPerfSession.dll file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server .
4. Using Windows Explorer, in the BlackBerry Enterprise Server Express installation package, navigate to tools\WMI .
5. Copy the AAgentWMIPerf.mof file to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server .
6. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server .
7. Type **regsvr32 AgentPerfSession.dll** and press ENTER to register the DLL.
8. Type **mofcomp.exe AAgentWMIPerf.mof** and press ENTER.
9. Using Windows Explorer, in the BlackBerry Enterprise Server Express installation package, navigate to tools\WMI\x64 .
10. Copy RouterPerfClient.dll and RouterPerfSession.dll to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter .
11. At a command prompt, go to <drive>:\Program Files (x86)\Research In Motion\BlackBerry Enterprise Server\BypassRouter .
12. Type **regsvr32 RouterPerfClient.dll** and press ENTER to register the DLL.
13. Type **regsvr32 RouterPerfSession.dll** and press ENTER to register the DLL.
14. Type **mofcomp.exe RouterSessionPerf.mof** and press ENTER.

15. Type **mofcomp.exe RouterClientPerf.mof** and press ENTER.

16. Restart the BlackBerry Enterprise Server Express services.

Security known issues

If you send the "Delete only the organization data and remove device" IT administration command to a BlackBerry device, the BlackBerry Administration Service may display the "Enterprise applications will be removed from the device" message but your organization's applications are not removed from the device. (DT 5728775)

Workaround: Create a software configuration to remove your organization's applications from the device before you send the "Delete only the organization data and remove device" IT administration command to the device. Create a software configuration that includes your organization's applications and set the disposition of all work applications to Disallowed in the software configuration. Assign the software configuration to the user account to send it to the device. For more information about deleting only work data from a device, see the BlackBerry Enterprise Server Express Administration Guide.

If a user requests more of an attachment in an S/MIME signed message, the BlackBerry Enterprise Server Express might crash. (DT 1113741)

A user cannot send an email message encrypted using IBM Lotus Notes native encryption to a recipient who is located on a foreign domain. (DT 1060197)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user forwards an HTML message with an inline image to the device that is signed and encrypted using PGP/MIME, the recipient cannot open the attachment. The device displays the attachment as an unknown attachment. (DT 1048997)

If you send the "Delete all device data and remove device" IT administration command and set a one hour delay, the BlackBerry Enterprise Server Express deletes the device PIN after the hour passes. However, if the user cancels the process to delete all device data, the device loses its connection with the BlackBerry Enterprise Server Express. (DT 1043425)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user forwards an HTML message with a background image to the device that is signed using PGP/MIME from a Lotus Notes Client, the recipient does not see the background image attached to the message. (DT 1041759)

If you send the "Delete only the organization data and remove device" command to a BlackBerry device, the device does not send an acknowledgment to the BlackBerry Enterprise Server Express so that the BlackBerry Administration Service can delete the user account. (DT 1034973, 1034949)

Workaround: Delete the user account manually.

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends a PGP partitioned signed message that includes Greek characters from Microsoft Outlook, the Greek characters are not displayed correctly on the recipient's device. (DT 1012882)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if a user sends from a device a PGP partitioned signed message that includes Japanese characters in the subject and body and attaches a certificate to the email message, when a recipient opens the message on the recipient's device, the Japanese characters in the body are not displayed correctly. (DT 1012716)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends an email message that is 32 KB or larger and PGP signed, the signature cannot be verified. (DT 896454)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends a partitioned email message that is 32 KB or larger and PGP signed, the user is not prompted to provide the key store access password, and the message appears as plaintext. (DT 896446)

In an environment that includes the PGP Support Package for BlackBerry smartphones, if the device is running BlackBerry 6, when a user sends an email message with an attachment that is PGP protected, the device displays unnecessary information about the attachment. (DT 896290)

In an environment that includes the S/MIME Support Package for BlackBerry smartphones, a BlackBerry device can send S/MIME-signed messages before it receives service books from a BlackBerry Enterprise Server Express. (DT 512559)

If you attempt to assign a BlackBerry device that has been deactivated with an IT administration command using the BlackBerry Administration Service, the BlackBerry Administration Service displays a message indicating the activation process is a success, when in fact the device is not activated. (DT 491663)

If an email message encrypted using Lotus Notes encryption includes a zipped Microsoft Office attachment, a BlackBerry device cannot open the attachment. (DT 403642)

Workaround: Cache the password for Lotus Notes encryption.

If a user regenerates the encryption key on a BlackBerry device, and then pulls the battery a few seconds after receiving the "Encryption Verified" message, the BlackBerry Enterprise Server Express does not confirm with the device that the device received the KEY_CONFIRM_PROMOTE and messages are blocked at the firewall. (DT 402026)

Workaround: Generate the encryption key again.

Setup application known issues

When the setup application tries to install a local Microsoft SQL Server 2008 R2 Express Edition on a computer that is running Windows Server 2003 R2, the setup application stops responding. (DT 5775763)

Workaround: Install with remote database or install Microsoft SQL Server 2008 R2 Express Edition (mixed mode with SQL authentication) before installing the BlackBerry Enterprise Server Express.

When you remove the MDS Connection Service components, the Mobile Data Service tab appears on the BlackBerry Server Configuration Panel even though it has been removed. (DT 5447094)

The setup application indicates that services started successfully even though they might not have. (DT 1073106)

If you install the BlackBerry Enterprise Server Express in Italian, the advertisements include some Spanish. (DT 1065265)

If you change the User name and Organization information when reinstalling or upgrading the BlackBerry Enterprise Server Express, the setup application does not record the change. (DT 1040901)

Workaround: After the setup application closes, manually edit the following registry settings:

- for a 32-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\Research In Motion\BlackBerry Enterprise Server\OwnerInformation
- for a 64-bit version of Windows: HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\OwnerInformation

During the BlackBerry Enterprise Server Express installation process, the text in the dialog box that prompts you to shut down services is incomplete in the German language. (DT 1015289)

If you install the BlackBerry Administration Service on a computer that you already installed JRE 1.6.18 on, the BlackBerry Enterprise Server Express installation process displays the "Error to writing to a database" error message when you click on "Start services" and you cannot start the BlackBerry Administration Service. (DT 1006683)

When you install the BlackBerry Enterprise Server Express software, if you set the DebugLogLevel registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Setup\ to six, the installation process changes the value of the DebugLogLevel registry key to four and the installation process does not produce the expected level of detail in the log files. (DT 992506)

The installation process might appear to stop responding for approximately one minute when installing a BlackBerry Router in the DMZ. Do not cancel the installation process; the process is working as designed. (DT 990609)

When installing the BlackBerry Enterprise Server Express in German, some buttons in the user interface appear in English. For example, when completing a step, the buttons Yes and No will be in English. (DT 946825)

If you installed or upgrade the BlackBerry Enterprise Server Express to version 5.0 SP2 or later, upgrade JDK and JRE, and then upgrade the BlackBerry Enterprise Server Express, the setup application reinstalls the versions of JDK and JRE that existed on your system just after you installed BlackBerry Enterprise Server Express 5.0 SP2 or later. (DT 769397)

If you uninstall the BlackBerry Enterprise Server Express on a computer that is running the Windows Server 2008 SP2 operating system (32-bit or 64-bit), the BlackBerry Enterprise Server Express components might not be removed. This issue occurs when you have a local Microsoft SQL Server installed on the computer. (DT 658360)

Workaround: When prompted, do not stop the Microsoft SQL Server. Permit the setup application to restart the computer.

If you use Japanese characters when specifying the name of the BlackBerry Enterprise Server Express, after the installation process completes, the BlackBerry Messaging Agent cannot initialize users and the BlackBerry Controller log file and the Windows Event Viewer include the "AnalyzeEntry: Bad entry received" error message. (DT 580230)

If you enter the wrong license information, the prompt that displays does not provide the proper format for a BlackBerry CAL key for the BlackBerry Enterprise Server Express. (DT 561914)

In BlackBerry Enterprise Server Express, you can find the BBSRPTool in C:\Program Files\Research In Motion\BlackBerry Enterprise Server. This location is new as of BlackBerry Enterprise Server Express 5.0 SP2. (DT 534090)

The setup application includes references to high availability features and BlackBerry Enterprise Server Express components that are not included in BlackBerry Enterprise Server Express. (DT 533613)

If you install a BlackBerry MDS Connection Service that supports multiple BlackBerry Enterprise Server Express instances, if the computer does not have sufficient virtual memory, the BlackBerry MDS Connection Service cannot start. In the JVM path, the -Xmx flag is set to 1024. (DT 520221)

Workaround: Change the maximum heap size from -Xmx1024M to -Xmx768M.

If you receive an error message indicating that the CAL key that you typed is not valid, the error message does not indicate why the CAL key is not valid. (DT 493775)

The setup application does not provide a notification that the Terminal Service Application mode is installed and that you cannot install the BlackBerry Enterprise Server Express. (DT 364214)

On certain dialog boxes in the setup application (for example, the **Administration Settings** dialog box), the setup application highlights **Back** as the default button rather than **Next**. (DT 330239)

If you run the setup application from a command window, the setup application displays some error messages in the command window instead of writing them to the log files. For example, the setup application displays the following error

message in the command window: "An error occurred while processing item 1: 0X80041002 Class, instance, or property 'Win32_PerfFormattedData_BlackBerryServer_WMIObjects' was not found." (DT 326466)

When the setup application tries to install Microsoft SQL Server on a computer that hosts an MSDE that includes an MSDE instance named "BlackBerry", the setup application stops responding. (DT 315437)

If you install a standalone BlackBerry Router and do not connect to the BlackBerry Configuration Database, the setup application displays an empty **Console addresses** dialog box. (DT 263430)

In the setup application, in the **Database options** screen, the name for the **Use a Microsoft SQL Server database** option should be **Use an existing Microsoft SQL Server to host my database**. (DT 233462)

The default for the DebugLogMaxDailyFileAge logging registry key in HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Logging Info is 14 and therefore the BlackBerry Mail Store Service logs are automatically deleted after 14 days. This does not match the default of 0 for the other logging registry keys. (DT 231153)

Workaround: You can manually update the setting in the registry to 0.

When you install the BlackBerry Enterprise Server Express on a 64-bit operating system, if you specify a new location for the installation folder, the setup application prompts you to confirm the creation of the folder and then reverts to the default installation folder. (DT 218745)

Workaround: Specify the new location of the installation folder again.

SNMP known issues

On the computer that hosts the BlackBerry Enterprise Server Express, if you configure SNMP with a trap destination that does not resolve into an IP address, even if the BlackBerry Enterprise Server Express does not use the SNMP community, the BlackBerry Enterprise Server Express does not initialize the SNMP service. (DT 810353)

Upgrade process known issues

During the upgrade process, if the MSI fails you might see the following error message when you try to run the setup application again: "SQL query failed, see logs for more information". (DT 1094204)

Workaround:

1. In the registry, set the HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Research In Motion\BlackBerry Enterprise Server\Setup\Previous Version key to 5.0.0011.
2. Delete the ConfigAfterReboot and ConfigFirstRun keys from the registry.
3. Restart the setup application. At the **Components Selection** screen, uncheck BlackBerry MDS Integration Service.

If you are upgrading an environment that includes many users who can log in to the BlackBerry Administration Service using BlackBerry Enterprise Server Express authentication, the setup application might appear to have stopped responding in the **Installing the BlackBerry Enterprise Server files and required third-party applications** dialog box. The setup application is applying additional migration steps to these user accounts which can take some time. (DT 1045857)

If you run a "Set no count on" SQL statement before you upgrade the BlackBerry Enterprise Server Express, the upgrade fails when the installation is finalizing and an "Error writing to Database" message is displayed. (DT 992357)

If you upgrade from BlackBerry Enterprise Server Express 4.1 SP7 using an in-place upgrade process, BlackBerry devices running BlackBerry Device Software 5.0 no longer receive data from the BlackBerry Synchronization Service and the BlackBerry Synchronization Service log file includes the following message: "[SYNC-UserControl] Configuration Channel data will not be sent until key is generated. [DisplayName:UserID]". (DT 833081, DT 821972)

Workaround: Perform one of the following actions:

- Instruct the user to delete the Sync service book from the device and resend the service book.
- Instruct the user to generate new encryption keys on the device.

For more information about this issue, visit www.blackberry.com/btsc to read KB24264.

In some circumstances, if you upgrade to the latest JRE, and then upgrade the BlackBerry Enterprise Server Express, an earlier version of JRE is installed with the BlackBerry Enterprise Server Express software. (DT 769397)

When you upgrade the BlackBerry Enterprise Server Express, the setup application does not upgrade the Microsoft SQL Server Native Client. (DT 732061)

Workaround: Manually install the latest version of the Microsoft SQL Server Native Client when upgrading from BlackBerry Enterprise Server Express 5.0.x.

If a BlackBerry Administration Service upgrade failed because of insufficient disk space and you reinstall it, the setup application completes successfully, but the value of the "JVM Option Number 8" registry key is blank. (DT 622976)

Workaround: Add the registry key manually.

1. Click **Start > Run**.
2. Type **regedit**.
3. Navigate to \\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\BAS-AS\Parameters.
4. Change the value of **JVM Option Number 8** to -
Djboss.partition.name=RIM_BES_BAS_HA_#####_BLACKBERRYNEW.

5. Restart the BlackBerry Administration Service.

When you upgrade to BlackBerry Enterprise Server Express, the setup application does not preserve the logging level that you configure for the ASRV and ACNV log files in the BlackBerry Configuration Panel. (DT 600379)

Workaround: Use the BlackBerry Administration Service to configure the logging levels.

If during an upgrade process you remove the local BlackBerry Attachment Service, and later reinstall the local BlackBerry Attachment Service but configure the BlackBerry Enterprise Server Express to use a remote BlackBerry Attachment Service, users cannot view attachments on devices. (DT 578530)

Workaround: Start the local BlackBerry Attachment Service.

When you upgrade the BlackBerry Enterprise Server Express without installing the BlackBerry database notification system, the dbo.GetHostName stored procedure is also installed in the BlackBerry Configuration Database, though it is not required. (DT 560408)

After you upgrade the BlackBerry Enterprise Server Express, the version numbers of the BlackBerry Enterprise Server Express components are not updated in the BlackBerry Administration Service until you start the BlackBerry Enterprise Server Express components. (DT 491613)

Workaround: Start all of the BlackBerry Enterprise Server Express components.

Wireless calendar synchronization known issues

If the BlackBerry Enterprise Server Express does not receive all calendar entries from a device during the full synchronization process, enterprise activation stops at 99% and does not complete. (DT 5859843)

If a user receives an appointment request with an attachment and then delegates the request to another user, the attachment is not forwarded with the appointment request. (DT 5687265)

If a device is out of network coverage when calendar updates are sent to it, the updates are not automatically made when the device returns to the coverage area. (DT 5542830)

Workaround: Use SmartSync to update the calendar

A BlackBerry device user cannot complete activation because the BlackBerry Enterprise Server Express does not send all calendar packets to the BlackBerry device. The activation process stops at 99% and the log file displays the "OTAC too big error" message. (DT 1048907)

Workaround: Wipe the device and start the activation process again.

If a user accepts an invitation for a meeting on the BlackBerry device, a reminder for the meeting is not set and the user will not receive reminder notices for the meeting. (DT 978589)

Workaround: Users can accept invitations for meetings in IBM Lotus Notes or set reminders for meetings manually after they accept invitations for meetings.

If a calendar invitation contains a corrupted RepeatDates field, it results in a spike in the BlackBerry Messaging Agent CPU and causes the thread to go into an unresponsive state. (DT 914623)

In certain circumstances (for example, when Lotus Notes users turn on the ghosting or auto-cancel options), when a meeting invitee receives a recurring meeting request and accepts the meeting request, duplicate reference IDs might appear in the user's BlackBerry state database. (DT 695344)

If a meeting invitee deletes a meeting series and then is reinvited to the meeting series, the meeting invitee cannot accept or decline the invitation on a device or using Lotus Notes. (DT 685185)

Users can set the follow-up flag for meeting invitations on devices, even though this is not permitted by Lotus Notes. Once the follow-up flag is set, users cannot remove it using Lotus Notes. (DT 678612)

If a meeting invitee accepts a meeting series, sends a counter proposal for one of the occurrences of the meeting series from Lotus Notes, and the meeting organizer accepts the counter proposal, the meeting invitee receives the rescheduled meeting request as an email message and cannot accept or decline the rescheduled meeting request. (DT 661014)

If users include an alarm time in calendar entries, the alarm time is changed from minutes to hours on devices. For example, if the reminder time is set to 30 minutes in Lotus Notes, the device changes the reminder time to 30 hours. (DT 639501)

Workaround: Consider one of the following actions:

- Change the reminder time on the device.
- Remove \$AlarmTime from the calendar property when adding a calendar entry using a button and use Lotus Notes default settings.

Draft calendar entries that do not include any invitees are synchronized to the device when the BlackBerry Enterprise Server Express performs a full synchronization process. (DT 607316)

If a user updates an instance of a recurring meeting on the device, and indicates that attendees should not receive an update, the attendees are still updated. (DT 579997)

If a meeting organizer sets up a recurring meeting and then updates two different instances of the meeting, the recipient can accept the first update from a device, but not the second update. The device displays "The meeting may have been updated or deleted since this message was sent" error message. (DT 491553)

Workaround: Use Lotus Notes instead to accept the updated meeting invitation.

When a meeting organizer reschedules a meeting using Lotus Notes, the device removes the last acceptance message that it receives. (DT 482802)

If a user configures conference call information in Lotus Notes and creates a meeting invitation that includes a room and specifies the "Include conference call information in the Location" option, the device does not display the room information. (DT 472866)

Workaround: Do not configure the conference call information to auto-populate.

If you delegate recurring meeting requests, the meeting requests do not show up correctly on the device. (DT 432970)

Workaround: Resynchronize the device calendar.

In certain circumstances, changes made to the notification message for a recurring meeting using the device are not synchronized with the calendar in Lotus Notes. (DT 400600, SDR 257729)

When the BlackBerry Enterprise Server Express processes, for a large number of users, a calendar entry that includes a large number of attachments, the BlackBerry Enterprise Server Express might stop responding. (DT 382640)

In certain circumstances, the BESExtentionAPI fails to open an attachment that is sent from a user's device. (SDR 264758)

In certain circumstances, if a meeting is accepted using a device, the meeting status for all participants is not updated in the calendar. For example, the meeting organizer might appear as having accepted the meeting on a participant's device, but might appear as invited on another participant's device. (SDR 257304)

If a user declines a meeting invitation from the device, the user cannot use the option to be kept informed of changes to the invitation, as the user can from Lotus Notes. (DT 225443)

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